



Developing, Fielding, and Sustaining America's Aerospace



U.S. AIR FORCE

Air Force Knowledge Now: Enabling the AF Mission

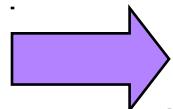
**Dick Ennis & Neil
Reinsmoen**

HQ AFMC/DR

Integrity - Service - Excellence



Outline

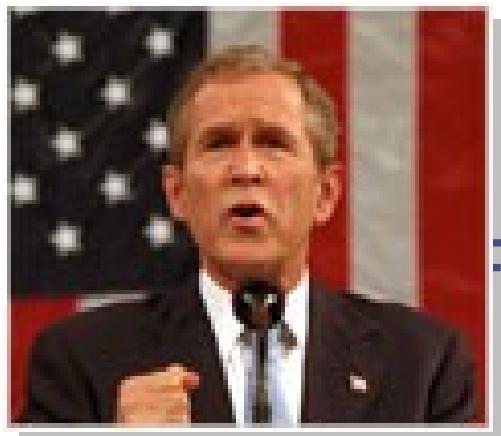


- **Strategic Direction**
- **What We've Learned...**
- **Knowledge Now Overview**
- **Contracting CoPs**
- **KN Demo**



President's Management Agenda

“Knowledge management systems are just one part of an effective strategy that will help generate, capture, and disseminate knowledge that is relevant to the organization’s mission. ”



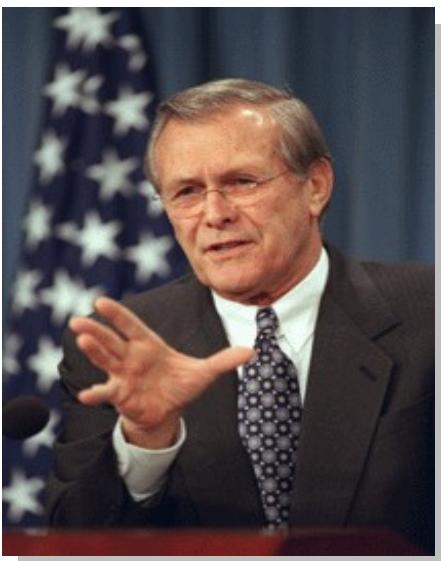
**President's Management Agenda,
Fiscal Year 2002, p. 13**

**#1 of 5 Government-wide Initiatives:
Strategic Management of Human Capital”**



Department of Defense Strategic Direction

“Transformation applies not just to what DoD does, but how it does it....Boundaries must be broken to accelerate change across the entire organization, promote cooperation, share information and best practices, and institutionalize change throughout the Department.”



Quadrennial Defense Review, September 2001
Secretary of Defense Donald H. Rumsfeld



Air Force Strategic Direction

Goal 7: Implement knowledge management practices and technologies to assure knowledge is identified, captured, and shared.

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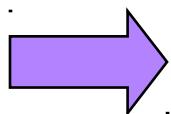
Knowledge Now

Current Direction

- **Accelerate productivity initiatives by enabling knowledge transfer from topic practitioners to seekers**
AFMC/DR Mission Element
- **I need your personal and staff support to ensure smooth transition of mandatory information and construction/population of our complementary AFMC communities as part of the AFMC Knowledge Management Program.**
*AFMC/CC Memo
13 May 02*
- **Leverage KN as we establish an AF-wide KM program.** *Sep 03 AF CIO*



Outline



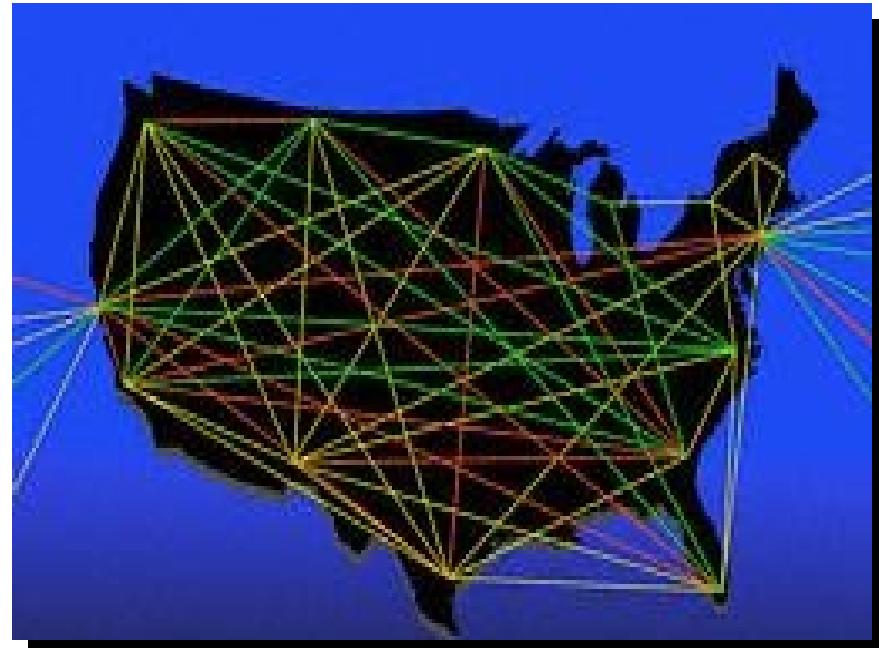
- **Strategic Direction**
- **What We've Learned...**
- **Knowledge Now Overview**
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- **KN Demo**



Knowledge Management

Today

- Knowledge can be shared on a 1:1 or a 1:1,000,000 basis
- Crosses boundaries of:
 - Time
 - Geography
 - Organization





Air Force Knowledge Management

Working Definition

Knowledge Management is a disciplined approach to the creation, collection, sharing, and application of an organization's collective knowledge to achieve organizational objectives and strategic enterprise goals.





“The Need to Know”

“Knowledge Management has gone from pie-in-the-sky promises to more realistic applications.”

“Knowledge practitioners today are focused on deploying simpler tools, creating processes for how they'll be used, then doing everything possible to feed a culture of knowledge sharing.”

InformationWeek
BUSINESS INNOVATION POWERED BY TECHNOLOGY

18 Aug 03



Knowledge Now Approach

- User centric
- Grow with the user
- Simple, easy, fast
- Processes must be in place
- Create a knowledge sharing culture

- “Bells and whistles” will kill success
- Focus only on connecting people-to-people, for tacit knowledge sharing

- SOURCE: Col Kurt A. Stonerock SAF/AQ Apr 03



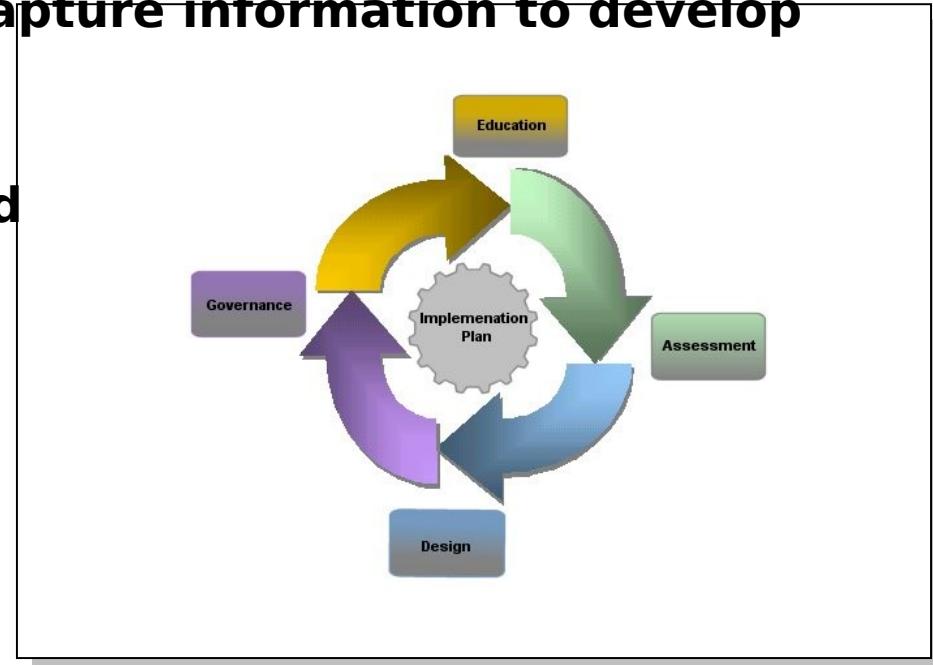
Knowledge Now: What we've learned

- **A successful knowledge management environment should be:**
 - **FAST**- Easy to deploy, responsive to end user questions
 - **SIMPLE**- Intuitive, use conventional technology, not too many “bells & whistles”
 - **FLEXIBLE**- Each group has specific needs; level of adoption related to ability to “make it their own”
 - **CONTEXTUAL**- Applies to work I do today; Common language/taxonomy
 - **USER- CENTRIC**- Focus on business needs of individual customers
 - **“BOUNDARYLESS”**- Not limited to organizational, cultural, or physical boundaries



Knowledge Now Methodology

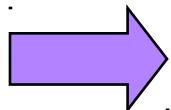
- **Education** - Educate key community decision makers
- **Assessment** - Perform knowledge mapping process
- **Design** - Align knowledge needs with business processes
- **Implementation Plan** - Capture information to develop an Implementation Plan
- **Governance** - Define Community of Practice roles, responsibilities and rules





Outline

- **Strategic Direction**
- **What We've Learned...**
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Knowledge Now

Vision

- **Integration vs. Loose Confederation**
 - **Integrate** AF Deskbook, AFMC Help Center & AFKM Community of Practice Workspaces
 - **Retain** most frequently used info and level of pedigree
 - **Retain** best of Deskbook; expand info resources and tools
 - **Retain** AF/AFMC-wide information access
 - **Expand** Search capability
 - **Enhance** Collaboration opportunities & capabilities
 - **Enhance** Learning opportunities - across AF communities



CHANGING THE WAY WE WORK TOGETHER
KNOWLEDGE NOW



Air Force Knowledge Management



HOT LINKS

- AF MAGAZINES
- AF NEWS
- AFMC ORGS
- AIRLINE CITY PAIRS
- ASSIGNMENTS
- CIV JOBS
- CIV PAY

Select a Subject

- 10 - Operation Flying Ops, Sq Intel, Missile, C (97 Nuggets)
- 20 - Logistics Maintenance, Transportation (538 Nuggets)



AIR FORCE MATERIEL COMMAND Help Center

Help Center Favorites:

- MAJCOM Priority Issues
- Single Manager Bluebook
- Log Tools



28 February 2002



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AcqNOW!

RECENT NOTIFICATIONS:

2002 Edition of the Air Force Materiel Command Supplement (AFMCFARS)

Evolutionary Acquisition and Spiral Development, OSD(AT&L) Memo, 12 Apr 2002

DoD Levels of Information Systems Interoperability (LISI) Narrative, ASD (C3I)

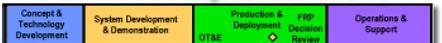
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[DoDI 5000.2](#)
[DoD 5000.2-R](#)
[DoD 5105.38-M SAMM](#)

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DoD 5000 Acquisition Model



Reference Library

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Departments / Agencies

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Acquisition Position Category

[Procurement](#) | [Intl/FMS](#) | [PM](#) | [Log](#) | [I&E](#) | [More...](#)

Education & Training

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DoD Incentives & Recognition

[General](#) | [General - \\$\\$](#) | [Acquisition Specific](#)



Timely
Content



Anytime Anywhere

For the most current and accurate information regarding the Deskbook transition to the Defense Acquisition University (DAU), please visit:

<http://deskbooktransition.dau.mil>

Warning: The January 2002 edition of DCAA Contract Audit Manual (CAM) is now out of date. For the July 2002 edition of DCA CAM, 7640.1, please click [here](#)



What is a “Community of Practice”?

A Community of Practice is a group of people connected to each other by a need to solve business problems, sharpen skills by sharing common practices and



Think of a CoP as a “Community of Experience”
Experience is what has to be transferred to achieve labor savings.



Peer-to-peer Collaboration: Knowledge Now Wisdom

Change

*People
with problems
or questions*

Are
Connected
With

*People
with answers
or expertise*

**Three challenges to knowledge transfer
are:**

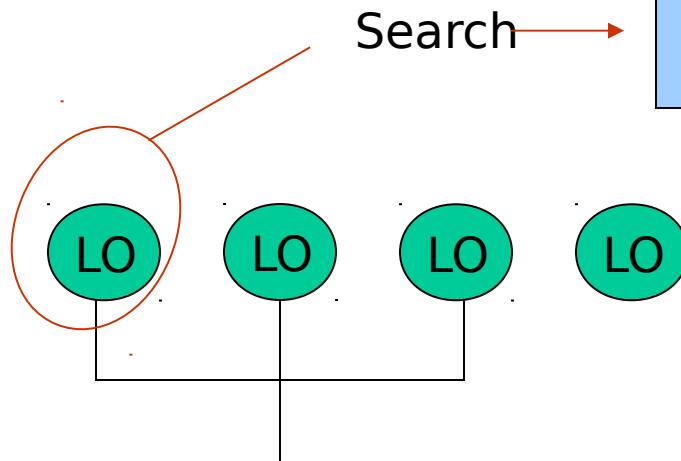
- 1) finding the right person at the
right time**
- 2) capturing knowledge**

**Wisdom Exchange helps capture and
disseminate tacit knowledge that is
gained by
individual experience**



E-Learning Elements: Learning

Integrated Learning Objects



We have an entire course*
on that subject. [Tell me
More](#)

(*Discussion Forum, etc.)

LO and CoP Metadata



How Do We Implement ? ...Knowledge

Now

Link to
Current
'Validated'
Info

World Class
Search
Engine

Exact phrase Acronyms only

Search

Search Smarter

Search all the following:

AFMC Web Sites

AF Deskbook

AF/AFMC Pubs/Forms

Hill FAR Site

... or select only the areas you want

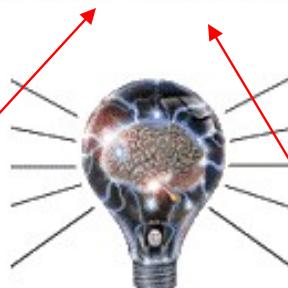


**DOD 5000
Interim
Guidance**

Knowledge Areas/Communities of Practice [\[all CoPs\]](#)

Acquisition
Comm. & Info.
Contract Mgt.
Educ. & Training
Engineering
Financial Mgt.
Foreign Mil. Sales
Inspections
Intelligence
Logistics

Operations
Plans & Programs
Program Mgt.
Public Affairs
Requirements
Safety
Science & Tech.
Security
Test & Evaluation
Other



Powerful
Document
Management/
Versioning
Controls

Collaboration Tools

How to use this site/FAQ

AF Deskbook

- [Common Practices](#)
- [Samples & Examples](#)
- [Wisdom & Advice](#)
- + [Deskbook Tools](#)



Resources

- [Air Force Link](#)
- [Air Force Portal](#)
- [AFMC Organizations](#)
- [AFMC Experts/POCs](#)
- [Common Access Card](#)
- [DoD Deskbook](#)
- + [Career Corner](#)
- + [Pubs and Forms](#)
- + [Tools](#)



Open, Entry & Closed CoPs



Knowledge Now

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[Knowledge Now](#) | [Virtual Schoolhouse](#) | [AF Deskbook](#)

Search All
Knowledge Now

GO

[Search Smarter](#)

KNOWLEDGE AREAS

Acquisition
Comm. & Info.
Contract Mgt.
Educ. & Training
Engineering
Financial Mgt.
Foreign Mil. Sales
Inspections
Intelligence
Logistics
Operations
Other

All Communities of Practice by Knowledge Area

Search for Community:

- = Open community
- = Entry community
- = Closed community

Acquisition

- [Acquisition COE](#)
- [Enterprise Leadership](#)
- [Evolutionary Acquisition](#)
- [Product Support Mgt Plans](#)
- [AF Acq Workforce Strat Plan](#)
- [AF Deskbook File Maintenance](#)
- [AF Pricing Assessment](#)
- [Air Force ACE](#)
- [Discovery Map](#)
- [Program Management Directives](#)
- [F-16 R-TOC](#)
- [Det1 Policy & Automation Team](#)
- [Operationally Responsive Space](#)
- [ESA Central](#)
- [AFMC/PK MIPR Analysis](#)
- [F22/RFI/MIL-H-883C](#)

- [Anti Tamper Management](#)
- [EL AFI IPT](#)
- [Evolutionary Acquisition IPT](#)
- [Product Support Policy](#)
- [Enterprise Integration Council](#)
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- [AF COE & NCES](#)
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- [C-20 CLS](#)
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- [Acquisition Commanders IOIs](#)
- [Standardization Management](#)
- [Joint Human System Integration](#)
- [Block Program AF-15](#)



World Class KM Search Engine



AFKM, AFMC Help Center, and AF Deskbook in a single source. [\[About\]](#)

Exact phrase Acronyms only

NULOS

Search all the following:

AFMC Web Sites Deskbook

Pubs/Forms Hill FAR Site

... or select only the areas you want

[Search](#)

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[How to use this site/FAQ](#)

[AF Deskbook](#)

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Knowledge Now

Knowledge Now

Knowledge Areas/Communities of Practice [\[all CoPs\]](#)

- Acquisition
- Comm. & Co.
- Contract Mgt
- Edu. & Training
- Engineering
- Financial Mgt
- Foreign Mil. Sales
- Inspections
- Intelligence
- Logistics



RESULTS!
High Signal
to Noise -
Pertinent
Results

Search for:

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Extend your search to: [Disclaimer](#)

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[AKSS \(DoD Deskbook\)](#) | [FastSearch.com](#) | [Google](#)

[Searchmil.com](#) | [AF Link](#)

AFMC web sites results -- 224 Docs Found

[Hide Synopsis](#)

[Ask Us](#)

1. [NULO Resolution](#) (WPAFB - ASC Financial Mgt)

The financial manager must have a clear understanding of commitments, obligations and expenditures, along with Unliquidated Obligations (ULOs) and NULOs. The financial manager must be willing to use the Mechanization of Contract

2. [DFAS-DENVER CENTER IMPLEMENTATION OF](#) (Wright-Patterson AFB)

Chapter 14 covering ESP Codes and Reporting Requirements has undergone clarification to better define the differences between NULOs and UMDs and how to report them. The Air Force Accounting and Finance Office (AFAFO) is



KM Collaboration Tools - Forums

FM Knowledge Management - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address: <http://137.245.181.40:422/AFKM/test/ASPs/Cop/AFMC.asp>

FM KNOWLEDGE M

FM KM -

★ RESOURCES ★

- AF Budget
- AF Pricing Assessment
- Cost
- Cost Advocates Group IPT
- Cost Est. Steering Ctte
- Cost Estimates
- Cost Management IPT
- DCAA
- Earned Value
- My Pay
- FM Policy sites
- UCAV 03 Cost Support

NULOS

Exact Phrase Search Smarter

Search

...or select only the areas you want

NULOS

Search

Search all of the following:

- A & F
- MAJCOMs
- Budget
- Policy
- Cost

FM TRANSFORM Online Forums

Automated Tools Forum End-to-End Governance Review

Home-Grown Excellence Say something about your local

FM-KM Concept Task Force

Knowledge Now | DoD Deskbook

Home | Information | Tell a Friend | Login

AFKM Bulletin Board - Messages - Microsoft Internet Explorer provided by HQ Air Force Materiel Command

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Address: <http://afkm.wpafb.af.mil/ASPs/NewBB/messages.asp?filter=OO-FM-MC-A1&forumid=212&msgid=579&title=FM%2DKM+Concept+Task+Force++%2D+Transformational+Requirements+>

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Add a message

Go to FM-KM Concept Task Force - Transformational Requirements Forum.

Receive email alert when a new message is added to this topic.

AFKM Bulletin Board - Topics - Microsoft Internet Explorer provided by HQ Air Force Materiel Command

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Links 88 CG-5CB Wireless Account Access, Login ABC News.com Off The Wire Advisory and Assistance Services Current News Service AntiVirus Software Downloads

FM Concept Task Force

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Author Topic: MAJCOM Heavy Lifting

Michael Kearney Message Posted 11/15/2002 1:51:00 PM

Read Portal Direct Deposit Recommendations (TDD-02-03), dated Nov 02. Based on reading this, there is much overlap between the AF Portal and our efforts with FM-KM. Specifically, the AF Portal: enables web searching and discussion groups (para 2.4); is organized by SAF/FM web sites maintained by SAF/FM (para 3.1), MAJCOM web sites maintained by the MAJCOMs (para 3.2), and other web sites for community of practice - such as cost estimate/analysis (para 3.3).

Last meeting we decided to model the "overall KM taxonomy" based on SAF/FM web site structure. As with the portal, the most logical means of implementation is having SAF/FM, as opposed to the MAJCOMs, implement the taxonomy. SAF/FM is the final authority on decisions (i.e., ask the expert), receive information the MAJCOMs don't have access to (i.e., congressional or technological innovations) --- and KM is an effective means of dissemination. Much of the KM taxonomy reference links are "already maintained" on the SAF/FM web pages.

To avoid duplication of effort, the KM website should be added to each SAF/FM page, and updated by the web site admin already there (as opposed to a MAJCOM KM Owner). Appropriate MAJCOM POCs should send any additional links to populate these SAF/FM web sites, and submit their MAJCOM root directory to AFMC-KM for tie in to the KM system. Finally, communities of practice should be formed as needed.

Mark Sargent Message Posted 11/15/2002 4:20:00 PM

Mike, Announce your comments! I know you are having attention. I'll try to give my views if Ed Parker wants to join

Start a new topic

Go back to FM-KM Concept Task Force - Forums

Moderate Add/Modify/Delete messages in this forum.

Receive email alert when a new topic is added to this forum.

Forum: Transformational Requirements

This forum is to be used to discuss Transformational Requirements.

Topic	Topic Starter	Messages	Last Message
MAJCOM Heavy Lifting	Michael Kearney	4	11/12/2002 4:32:00 PM
Next Meeting- Tentative Dates	Mark Sargent	4	11/26/2002 11:28:00 AM
System Roadmap/Timelines	Randy Adkins	1	11/8/2002 2:17:00 PM
1st Post	Mark Sargent	4	11/23/2002 3:14:00 PM

This forum is intended as a "Global Notebook" for our customers to share information. It is not controlled or policed as an official Air Force information source. The information contained in this forum does NOT constitute Air Force policy.

Contact Us | Metrics | CoP Admin

"Better than a thousand days of diligent study is one day with a great teacher." - Japanese proverb

Wohrmann Steven Wypijewski HQ AFMCDR 937-956-2256 Last Modified on Wednesday, January 15, 2003 9:00 AM



KM Document Management Tools

FM Knowledge Management - Microsoft Internet Explorer

Address: http://137.245.181.40:4242/AFKTest/ASPs/CoP/FCMCoP.asp

FM KNOWLEDGE MANAGEMENT
FM KM - Transforming the way we work together.

★ RESOURCES ★

- AF Budget
- AF Pricing Assessment
- Cost
- Cost Advocates Group IPT
- Cost Est. Steering Ctee
- Cost Estimates
- Cost Management IPT
- DCAA
- Earned Value
- My Pay
- FM Policy sites
- UCAS 03 Cost Support

Document Management- Great for Collaboration and Info Sharing

NULOS

Search Smarter

Search

Search all of the following:

- A & F
- MAJCOMs
- Budget
- Policy
- Cost

...or select only the areas you want

FM TRANSFORMATION

Automated Tools Forum

End-to-End Governance Review

Re-engineer Acq Decision Support

Wisdom Exchange

Home-Grown Excellence

Say something about this tool.

Say something about this tool.

Internet

3 KM Document Management Tool: View Documents - Microsoft Internet Explorer provided by HQ Air Force Materiel Command

Address: https://afkm.wpafb.af.mil/ASPs/docman/DOCMain.asp?Tab=0&FolderID=00-FM-MC-A1-6-2&Filter=00-FM-MC-A1

FM-KM Concept Task Force

FM-KM Concept Task Force Document Management: View Documents

* View Documents * Upload Document Search

Current Folder: 7.9 January Hurlburt Meeting

Type	Title	Counts/ Versions	Owner	Date	Status	Reserved	Functions
Outcomes	AF CoP Workshop Slides Hurlburt 7 Jan 03	3	Michael Lipka	1/3/2003	Working	No	[Select a Function]
AFSOC Sec Clear Ver Ltr for email		1	Karen Diehl	12/26/2002	Working	No	[Select a Function]
FM KM and CoP Briefing Hurlburt 7 Jan 03		4	Michael Lipka	1/3/2003	Working	No	[Select a Function]
FM Policy CoP Workshop Agenda 7-9 Jan 03		3	Michael Lipka	1/2/2003	Working	No	[Select a Function]
Hurlburt Next Steps		1	Mark Sargent	1/3/2003	Working	No	[Select a Function]
Hurlburt Field Jan workshop participant info		5	Karen Diehl	12/26/2002	Working	No	[Select a Function]
SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002		1	Karen Diehl	12/18/2002	Working	No	[Select a Function]
AFMC Pre-Workshop telecon 19 Dec 2002 Minutes		1	Karen Diehl	12/26/2002	Working	No	[Select a Function]

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File Download

You have chosen to download a file from this location.

Hurlburt_Next_Steps.ppt from afkm.wpafb.af.mil

What would you like to do with this file?

Open this file from its current location

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Always ask before opening this type of file

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ALSO- Original author's name, versions, draft/finished, or reserved Box provided

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4 KM Document Management Tool: View Documents - Microsoft Internet Explorer provided by HQ Air Force Materiel Command

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FM-KM Concept Task Force Document Management: View Documents

* View Documents * Upload Document Search

Current Folder: CM Workshops

Type	Title	Counts/ Versions	Owner	Date	Status	Reserved	Functions
12 Dec Minutes- VTC		0		1/16/2002			
4-5 March Randolph Meeting		0		1/15/2003			
5-7 Nov (Kickoff MTG)		0		11/9/2002			
7.9 January Hurlburt Meeting		1		12/13/2002			
Action Items: All Workshops		0		1/8/2003			
Conference Message	1 Neil Reinsmoe	10/23/2002	Working	No	[Select a Function]		
Dilmark	1 Mark Sargent	11/8/2002	Working	No	[Select a Function]		

Contact Us | Metrics | CoP Admin

"The journey of a thousand miles begins with one step."
-- Lao-Tze

Webmaster: Steven Wypiszynski
HQ AFMC/DR 937-656-2356 DSN: 986-2356
Last Modified on Tuesday, January 21, 2003 v8.00

This site is best viewed with IE 6+



KM Powerful Features

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FM-KM Concept Task Force Document Management: View Documents

* View Documents * Upload Document Search

Current Folder: 7-9 January Hurlburt Meeting

Type	Title	Counts/ Versions	Owner	Date	Functions
Outcomes	AF CoP Workshop Slides Hurlburt 7 Jan 03	3	Michael Lipka	1/3/2003	Email a link to Document to someone who needs to know
AFSOC Sec Clear Ver Ltr for email	AFSOC Sec Clear Ver Ltr for email	1	Karen Diehl	12/26/2002	[Select a Function]
FM KM and CoP Briefing Hurlburt 7 Jan 03	FM KM and CoP Briefing Hurlburt 7 Jan 03	4	Michael Lipka	1/3/2003	[Select a Function]
FM Policy CoP Workshop Agenda 7-9 Jan 03	FM Policy CoP Workshop Agenda 7-9 Jan 03	3	Michael Lipka	1/2/2003	[Select a Function]
Hurlburt -Next Steps	Hurlburt -Next Steps	1	Mark Sargent	1/3/2003	Working No [Select a Function]
Hurlburt Field Jan workshop participant info	Hurlburt Field Jan workshop participant info	5	Karen Diehl	12/26/2002	Working No [Select a Function]
SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002	SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002	1	Karen Diehl	12/18/2002	Working No [Select a Function]
SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002 Minutes	SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002 Minutes	1	Karen Diehl	12/26/2002	Working No [Select a Function]

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Check Hourly

Email a link to Document to someone who needs to know

FM-KM Concept Task Force

Knowledge Now | DoD Deskbook

Fill in the following form to send an email to a friend with a link to the Folder: CoP Workshops

Friend's Email Address:

Your Name:

Your Email Address:

Subject:

Send Message Start Over

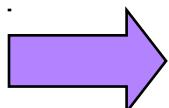
Email Text

Here is a link to the Folder named 'CoP Workshops' in the Document Management System of FM-KM Concept Task Force:
https://afkm.wpafb.af.mil/ASPs/docman/DOCMain.asp?Tab=0&FolderID=00-FM-MC-A1-6-2&Filter=00-FM-MC-A1



Outline

- **Strategic Direction**
- **What We've Learned...**
- **Knowledge Now Overview**
- **Contracting CoP - Examples**
- **KN Demo**





Knowledge Areas



CHANGING THE WAY WE WORK TOGETHER
KNOWLEDGE NOW

AFKM, AFMC Help Center, and AF Deskbook in a single source. [\[About\]](#)

Exact phrase Acronyms only

Search

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Search all the following:

AFMC Web Sites Deskbook
 Pubs/Forms Hill FAR Site

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Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

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Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
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Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
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Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
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Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
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16	17	18	19	20	21	22
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- Facilitate and enable change
- Educate everyone
- Low costs, high-value solutions



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